

2-Year Limited Warranty - Retaining Wall & Paver Projects

We will repair any retaining wall or paver project that fails within 2 years of the completion date. A failed retaining wall or paver project includes those that exhibit:

- Structural damage.
- Tilting or leaning.
- Significant widening of joints caused by hydrostatic pressure.
- An obvious sinking or shifting from failure of prepared base.

A warranty request will not be approved for failed retaining wall or paver project under the following circumstances:

- Chips or cracks in concrete units that appear post installation.
- Damage caused by collision from a vehicle, person, or another heavy object.
- Theft.
- Abuse caused by humans or animals.
- Any significant act of God such as tornado, flood, earthquake, etc.

In order for a warranty repair to be approved, a warranty request must be submitted within 2 years of the project's completion date.

Replacement Dates

Unless otherwise specified, we complete hardscape warranty requests as quickly as possible. Warranty repairs carry a high priority but will most likely be a couple of weeks before they can be completed. NOTE: Replacement materials may be slightly different in color, texture, and/or finish than the originally installed materials. This is entirely dependent on the manufacturer's consistency standards and we cannot be held responsible for these differences.

